



Control Number: 51812



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June 2, 2021

Chairman Peter Lake and Commissioner Will McAdams
Public Utility Commission of Texas
1701 N. Congress Avenue, 7th Floor
Austin, Texas 78701

RE: Project No. 51812, *Issues Related to the State of Disaster for the February 2021 Winter Weather Event*, Lifting the DNP Moratorium and REP Customer Assistance

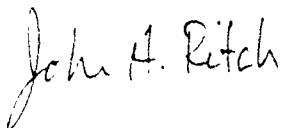
Dear Chairman Lake and Commissioner McAdams:

As Commissioner McAdams noted in his recently filed Memorandum in Project No. 51812, the moratorium on disconnections for non-payment ("DNP") has been in place since February 2021 and the urgency of the situation that gave rise to the moratorium has long since passed. In addition, there are more appropriate resources available to provide customers with payment assistance than the disconnection moratorium. For these reasons, Gexa Energy agrees with Commissioner McAdams' Memorandum and respectfully requests that the Commission rescind the exception to 16 Texas Administrative Code ("TAC") § 25.483(c) and remove the DNP moratorium.

Gexa values its retail electric customers and will continue working with customers who have unpaid balances after the DNP moratorium is lifted by providing both payment extensions and deferred payment plans with terms that are more accommodating than the Commission's rules require. Gexa will continue offering customers who need additional assistance deferred payment plans with as little as no down payment, and payments that are extended over as many as six billing cycles. In addition to providing payment plans with flexible terms, Gexa will continue helping customers find other forms of payment assistance by referring them to 2-1-1 Texas and the Texas Rent Relief Program, with which Gexa is registered as a Certified Utility Provider and therefore eligible to receive customer utility bill payments on behalf of customers.

Gexa appreciates your consideration in this matter and looks forward working with the Commission as the Texas electric market makes this critical step in returning to normal operations.

Sincerely,



John Ritch
Assistant Vice President, Regulatory